

## JOB DESCRIPTION

<b>Job title</b>	Care Coordinator – Sexual Health
<b>Sector/Function</b>	Public Health
<b>Department</b>	Three borough sexual health service
<b>Reports to</b>	Team Manager
<b>Grade</b>	3

<b>SASH sexual health service</b>	In partnership with NAZ, London Friend, Marie Stopes and METRO, Turning Point will be delivering a new model of sexual health support throughout the three London boroughs of Hammersmith and Fulham, Kensington and Chelsea and Westminster. Turning Point is the lead partner for the contract and the staffing structure, and composition reflects a mixed leadership model which is governed by a Partnership Board
<b>Job purpose</b>	<p>To act as care co-ordinator for individuals presenting with a multiplicity of needs</p> <p>To undertake comprehensive and holistic assessments of needs and ensure individuals are meeting their health and wellbeing objectives and are supported to access the most appropriate pathways to services.</p> <p>To manage a caseload of individuals using evidence based / client centred principles to assess, plan, implement and evaluate interventions.</p> <p>To plan and provide high quality, innovative support to individuals accessing services which reflects our person centred values and the high levels of ambition we have for the health, wellbeing and self-management of individuals for whom we provide support.</p> <p>To help the service interface effectively with other local sexual health and community services and support the implementation of a community development approach.</p>
<b>Key accountabilities</b>	<p>Communicate with individuals about promoting and managing their health and wellbeing, by;</p> <ul style="list-style-type: none"> <li>• Providing people with accurate and reliable information about sexual health and a range of wider health and wellbeing issues as appropriate</li> <li>• Signpost individuals to other agencies for information, support and resources</li> <li>• Provide information to individuals about the relationship between choices, behaviours and health outcomes</li> </ul> <p>Work flexibly in a variety of settings to support planning that meet the needs of the service and clients in accordance with best practice behaviour change and self-management practice, by;-</p>

	<ul style="list-style-type: none"> <li>• Helping individuals identify how their behaviour might present risks or benefits to their health and wellbeing</li> <li>• Supporting individuals to develop goal orientated action plans that are; comprehensive, person-centred and individualised based on a clear assessment of that individual's needs and circumstances.</li> <li>• Involving individuals and their family/advocates in the planning of the individual's care as appropriate.</li> <li>• Completing accurate, person-centred and comprehensive health and wellbeing assessments (incl. risk assessments).</li> <li>• Supporting individuals in achieving and maintaining improvements to their health</li> <li>• Supporting individuals to integrate digital self-help and support resources into their action planning as necessary</li> </ul>
	<p>Deliver excellent person-centred interventions with individuals for whom we provide support within the Service in accordance with agreed action plans by:-</p> <ul style="list-style-type: none"> <li>• Holding frequent one-to-one sessions.</li> <li>• Regularly reviewing and, where required, updating assessment and risk assessments.</li> <li>• Providing person-centred care that reflects the rights, preferences and choices of individuals in an environment that is safe, healthy and maintains the individual's dignity and wellbeing.</li> <li>• Providing an environment that is free from abuse or neglect, observing agreed safeguarding practices.</li> <li>• Identifying, promoting and enabling the uptake of appropriate opportunities for individuals to engage with their community. (e.g. Employment, Training and Education, volunteering etc)</li> <li>• Supporting the individual to reviewing and monitor their progress through regular action plan reviews that ensure continued relevance of interventions.</li> <li>• Engaging in regular 1-2-1 supervision and team meetings</li> </ul>
	<p>Ensure that the agreed quality objectives are met by prioritising, planning and organising own workload with reference to caseload plans agreed with your Team Manager.</p>
	<p>Contribute to effective financial management in own role by carrying out day to day activities and making workplace decisions that reflect an understanding of costs.</p>
	<p>Contribute to growth and business development plans by being an advocate for the service and your employer to clients, their families, stakeholders and other external contacts and partners through delivering on commitments and presenting the service in a positive image.</p>
	<p>Observe your employers information management strategy by:-</p> <ul style="list-style-type: none"> <li>• Ensuring all data and information relating to own clients is accurate and shared in the appropriate way with key stakeholders.</li> <li>• Inputting outcomes data and other information into corporate systems in accordance with stated policies and procedures.</li> </ul>
	<p>Carry out day to day tasks in accordance with stated policies, procedures and regulations to assist the service achieve its compliance obligations.</p>
	<p>Assist the effective flow of information within the team, with managers and</p>

	external parties by passing on and seeking information required, raising unresolved concerns and taking an active interest in TP's internal communications.
	Deliver on role performance commitments and seek to maximise own learning and potential, by seeking guidance, support, coaching and training and capitalising on the range of development opportunities provided by your employer.
	Help the service to optimise its performance by making full use of and highlighting/suggesting improvements for the management of IT, facilities and other physical resources that impact on the day to day provision of services to clients.
	Project the desired image of the service and your employer by;- <ul style="list-style-type: none"> <li>• Understanding and promoting organisational values and their application to the service.</li> <li>• Demonstrating organisational values through your own day to day behaviour.</li> </ul>
	Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.

<b>Dimensions</b>	Direct reports	None
	Total staff overseen	None
	Internal contacts	Team Manager, Counsellors, Community Engagement Worker, Health and Wellbeing Coach Some contact with managers from other sections of the service. Other service staff.
	External contacts	Local community, public and advocacy services
	Planning horizon	Short term planning of own work in accordance with caseload plans agreed with more senior staff.
	Problems solved	Client presenting issues with input from colleagues or manager when appropriate. Making independent decisions on client interactions within agreed policies, processes and procedures.
	Financial authority	To deliver role with an understanding of financial constraints.

## PERSON SPECIFICATION

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<b>Personal effectiveness</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Proven verbal and written communications that can be modified to different situations</li> <li>• Collaborative team working skills</li> <li>• Adaptable and resilient to work in a changing and challenging environment</li> <li>• Ability to deliver against agreed goals, targets and outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching skills to support successful outcomes both with clients and colleagues</li> <li>• Ability to speak one or more community languages commonly used by local people</li> <li>• Understanding and commitment to raising awareness of the things that make individuals healthy and unhealthy</li> </ul>

<b>Technical effectiveness</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Knowledge of sexual health issues and how to communicate their associated risks</li> <li>• Psycho-social interventions for sexual health including motivational Interviewing or willingness to study towards same</li> <li>• Evidence that demonstrates public health competence</li> <li>• Caseload management of both high volumes and complex nature</li> <li>• Able to deliver client interventions in a person- centred way</li> <li>• Demonstrable skills and knowledge in assessing risk presented by clients to themselves and others</li> <li>• Wide and flexible range of client interventions</li> <li>• Management of incidents</li> <li>• Good IT skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a sexual health setting</li> </ul>

<b>Acquired experience &amp; qualifications</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>▪ Has completed STIF Fundamental Competencies or willingness to study towards same</li> <li>▪ Experience of undertaking comprehensive assessments of needs</li> <li>▪ Experience of working with</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prior training in coaching and/or motivation interviewing</li> <li>▪ Previous experience of supporting people with sexual health and wellbeing support needs</li> <li>▪ Knowledge of the impact of inequalities</li> </ul>

	<p>individuals (1:1 and groups)</p> <ul style="list-style-type: none"> <li>▪ Extensive knowledge and experience of supporting people to manage their risk and make changes to their health and wellbeing</li> <li>▪ Experience of supporting individuals with care planning/action planning</li> <li>▪ Risk Assessment training</li> </ul>	and barriers to health improvement
<b>Other requirements</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>▪ Desire to be an active member of the health, social care and public health sector</li> <li>▪ Ability and willingness to travel to sites as required.</li> <li>▪ A willingness and ability to work flexibly including some weekend work as may be required.</li> </ul>	